

1. What is the expected start date for the eLearning developer? We would like this person to start in late April/early May but we are unable to be more specific due to the fact that there will be time needed to negotiate the final contract. However, the general feeling is that we want this person as quickly as possible.

2. Does this person need to work onsite full time, or can he/she work offsite part time?

We prefer that the person be here full-time. However, there may be times when the person can work off-site but the idea is to have the person here, working with our staff directly. The reason for this is to help this person become more aware of the business needs and to improve collaborative workflow, problem solving, and design processes.

3. You use the term “online learning environments” in the SOW. Is this the equivalent of a course(s), or are you thinking of this as a framework/structure within which courses are housed?

Yes, this can be considered an online course. We currently use Pathlore as our LMS where the majority of our courses are warehoused.

4. It appears that you expect the eLearning developer to create/revise both “environments” and courses. Is this accurate?

Yes, there will be work developing environments/courses from scratch and also editing/recoding/redesigning some courses that are already developed. The majority of the work will be creating courses.

5. Will you please provide updated information for the “Project Milestones and Schedule” section? Most of the dates in that section of the SOW have passed.

Project Milestones and Schedule

- *Project Start Date ASAP-Would like to be able to get them started by mid-January 2013.* – This date has changed. We are looking at having the person start in late April provided all contract work can be completed and a person identified.
- *Key deliverable dates (March 1st-Waiver Provider 101 and Standards online modules)* There are currently no concrete deliverable dates. There are a number of projects to work on with varied priorities and context that make it difficult to create accurate timelines.
- *End Date- May 2013 (based on 80,000 total funds)* – This has also changed. We currently have \$120,000 total funds. End date is based how much time can be purchased with the total funds.

6. Will the eLearning developer be responsible for interviewing SMEs and writing content? Or will the eLearning developer start with scripts and/or storyboards created by your instructional designer?

We are mostly looking for this person to be a developer who works with instructional designers and SMEs who produce content/storyboards. However, this person will be expected to add their input. We work collaboratively and each person has an opportunity to provide opinions on all aspects of the work.

7. You identified a business need to improve your processes to deliver training in a faster and more flexible way, and that the eLearning developer will help improve these processes. Along with working on your team to finish the four named deliverables, would you like the eLearning developer to coach your team on eLearning skills?

Yes. We are looking to expand our capacities to design and develop online learning environments. We feel that working directly with our current staff, we will be able to collaboratively build our approach to designing and developing online learning environments. We have some staff who are familiar with this work so the idea is that this person will help us develop that approach but will not be expected to be the lead. Also, working closely with the eLearning developer will help us create reusable environments that can serve as a starting point for future projects.

8. In addition to our responding to the requested services as described in the SOW (and providing resumes), are you open to our proposing alternate approaches to meeting your needs?

We are open to any suggestions but to give you an idea what is behind this request, here is some background information. The TTC team is looking to build capacity in its eLearning development efforts and this position will do that on a number of fronts. First, this is the first time the TTC team will have a dedicated eLearning developer on staff. We want to use this opportunity to demonstrate the utility of having this type of position on the team. Second, we feel that having the staff person working on-site improves awareness of business needs, improve collaborative workflow, problem solving, and design processes.

9. What is the expected duration of this contract; i.e. 6 months, one year, etc.?

We currently have 120,000 for this contract. At the time when this STOW was created, we had 80,000. So based on the average cost per hour of eLearning

developers in our Master contract (\$125 per hour), we estimate this to be around an 8 month assignment.

10. What is the timeframe to complete each deliverable listed under the Project Deliverables section?

We don't have any concrete timeframes set on these projects due to situational variables related to the various projects. The idea is to prioritize work based on current business area needs.

11. Are the items in brackets (i.e. online development) the work that remains on the Project Deliverables listed or the current status of the deliverable? It appears that the instructional design is complete on the first three modules, is that a good assumption?

It is where the current state of where the project is. For the most part, we have the instructional design piece addressed. There still will be some effort with the ID work, but we have staff to do this type of work.

12. What specific platforms (hardware and software) are the deliverables required to run on?

We work in a PC environment using Windows 7 and use Adobe Learning Suite 6.0 (Dreamweaver, Captivate, Photoshop, Flash, Audition, and Acrobat) as our main authoring tools. We focus on building most learning environments in HTML/CSS/JS/XML. We do not currently focus development on mobile devices but looking at responsive web design is something we would like to look at for future projects. Our current LMS is Pathlore from SumTotal and utilize SCORM 1.2.

13. What Learning Management System (including version number) is in place?

Pathlore 6.8.00.62

14. What version of the Adobe eLearning Suite is currently being used? What versions of the individual components are being used?

Adobe eLearning Suite 6.0. All applications are up-to-date.

15. Since the Adobe eLearning Suite is not able to create deliverables that are fully Section 508 and W3C-WCAG2.0 compliant, is there a minimum level of compliance that is acceptable?

Using HTML/CSS/JS/XML with Dreamweaver as our main authoring tool, we expect to create fully accessible environments. There are issues related to

accessibility with Captivate and we would only use Captivate if we could make the environment accessible.

16. Is HTML5 capability a requirement?

We currently do not use HTML5 so it is not a requirement. However, we would like to explore using HTML5 due to its greater capabilities so it would be advantageous to know HTML5.

17. Are the deliverables to be developed in English only? If not, what other languages?

Yes. However, we may need to produce deliverables in other languages but we would manage that work.

18. What is the scope for each deliverable – that is; what is the...

a. Estimated learner seat time

Varies based on the learning needs and outcomes (informational, skill-based, certification etc.)

b. Expected level of interactivity

We want to provide a quality learning experience and the level of interactivity depends on whether we can make the interaction accessible to people with cognitive, physical, and emotional disabilities. We would like to look at pushing the boundaries between interactivity and accessibility.

c. Need for audio/video

Yes, we will develop audio/video for some courses. It would be helpful for the eLearning developer to have some experience in this area.

d. Need to create content from scratch or work with existing content

Content exists already, but this position will have the ability to share their thoughts when they see a better approach to delivering the content.

e. Need to create original artwork (graphics, illustrations, photos)

There may be times where this type of work will need to be done by the person in this position but we do have other staff to produce these digital assets as well. Having the ability to do this work is preferred.

f. Availability of assets and templates

Most of the modules that simply require edits already have these available. However, there are some projects that will require us to develop these assets. We do have the ability to purchase digital assets we need if it is determined to be appropriate.

g. Expected level of production values

No set level of production due to the varied nature of the individual needs of each project and due to dependencies on the work of SMEs and ID staff and possible issues/barriers. However, the production level of this person should be on par with other professional developers.

19. Are there any dependencies associated with the deliverables?

Yes, see question above.

20. How much direction and support will the Project Manager provide?

They will lead the process and will determine priorities. However, the eLearning developer will have the ability to bring their creativity and be able to suggest possible solutions to the design and development process. This is a collaborative process.

21. Is working offsite an option?

It is preferred the person work here but there may be times when working off-site is acceptable.

22. While the primary skills sought are technical in nature (eLearning developer) there are references to instructional design. Is it the expectation that this resource would be both an instructional designer in addition to the technical skills requested?

If they have ID skills, that is great. However, we do not expect them to have these skills.

23. Is it an expectation that the resource will consult with the DSD to improve the eLearning processes and outcomes?

Yes, we are looking to improve our own internal capacities in this area. We would not expect this person to lead any formalized training but simply by working with and collaborating with staff through a more informal/social learning experience.